

# The Manitoba Identification Card

Secure proof of age, identity and  
Manitoba residency



MANITOBA  
PUBLIC INSURANCE

Manitoba 

# The Manitoba Identification Card

## A voluntary option for Manitoba residents

The Manitoba Identification Card is a voluntary, government-issued, secure photo identification card that you can use to prove your identity, age and Manitoba residency.

The card provides identification for Manitobans who do not have a driver's licence. The Manitoba Identification Card is accepted in Canada, but is not accepted to enter the United States.

## What information will be on your Manitoba Identification Card?

The front of your Manitoba Identification Card will show your:

- full name
- address
- birth date (your birth date will also include the statement "18 on" if you are under 18 years of age)
- gender
- eye colour
- height
- photograph
- signature

The phrase "Identification Card" and the Manitoba logo will be on the card to identify it as an identification card issued by Manitoba. It will also show the date your card is issued and the date it will expire.

The front of your card will also feature:

- An identification card number, which will be the same as your Manitoba Public Insurance customer number.
- A document discriminator number, which validates that the card is legitimate. This number is system generated and is associated with the card printing process and is used for audit trail purposes.

The back of your card will contain a serial number (assigned by the card producer). It will also feature a 2D bar code that contains the same information as the front of the card, with the exception of the date your card will expire and your photograph and signature. The 2D bar code will not contain any other information and can be read by any 2D bar code scanner.



## Who can get the card?

You can apply for a Manitoba Identification Card if you:

- are a Manitoba resident
- are entitled to be in Canada
- do not hold a driver's licence

If you are under 18, your parents must co-sign your application.

**If you have a valid Manitoba driver's licence but want to replace it with a Manitoba Identification Card**, you can go to any Autopac agent or Manitoba Public Insurance Service Centre, surrender your driver's licence and apply for a Manitoba Identification Card for \$10. If you are 65 and over, you can surrender your driver's licence and obtain a Manitoba Identification Card for free.

## How much does it cost?

The card costs \$20, including the photograph.\* It's good for up to five years and costs \$20 to renew. A valid card may be replaced for \$10 if it is lost, destroyed or damaged.

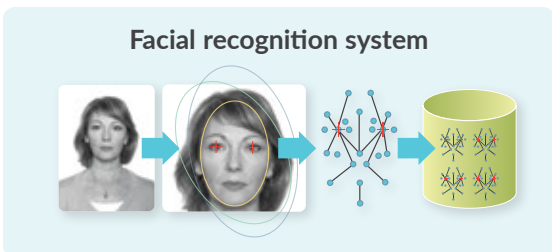
*\*This fee may be waived under certain circumstances. See your Autopac agent for details.*

## How to apply

- First, read this brochure and make sure you understand what is involved.
- Gather all the necessary original documents you need to meet the application requirements. See *What documents do you need?* on page 6, or try the *Proving My Identity* online tool at [mpi.mb.ca](http://mpi.mb.ca).
- Take your documents to any Autopac agent or MPI Service Centre and register as an MPI customer.
- The agent will take your photograph (unless you are exempt on the basis of religious beliefs) and will capture your signature digitally. Please consult your Autopac agent or a Manitoba Public Insurance Service Centre representative if you require clarification on photo exemption rules.



- Facial recognition technology is applied to your digital photo to measure the specific characteristics of your face and create your own unique “face print”. This face print is then used to verify your identity by comparing it to other face prints in the database. Use of facial recognition technology helps prevent anyone from having more than one card and helps to prevent someone else from assuming your identity.



For more information about facial recognition technology, see the *Facial Recognition Technology* webpage at [mpi.mb.ca](http://mpi.mb.ca).

- If your application is approved, your card will be mailed to you by the company that produces it within 10 business days. If you do not receive your card within 10 business days of your application, it is very important that you notify your Autopac agent or Manitoba Public Insurance. MPI will be able to determine if there is a possibility that your card has been stolen or lost in transit. If so, MPI will ask you to report this to police in order to protect your privacy.

## What documents do you need?

You will need supporting documents that prove your:

- birth date
- legal name
- photograph
- Manitoba residency and permanent address (please note that two supporting documents are required and they must be dated within 90 days of the date of application)
- entitlement to be in Canada

You can use a wide range of documents to prove each part of your identity. **These documents must be originals, not photocopies.** Electronic scans of these documents will be kept on file by Manitoba Public Insurance.

For a list of documents that may be used to establish your identity for a Manitoba Identification Card, please see the insert, or use the *Proving My Identity* tool at [mpi.mb.ca](http://mpi.mb.ca).

If you cannot provide one of the acceptable documents to prove your photograph or residency, in exceptional cases Manitoba Public Insurance may accept a completed Guarantor Declaration instead. A Guarantor Declaration may also be used as a supporting document for Manitoba residency if you only have one approved document with your address on it.

You can get a copy of the Guarantor Declaration form at [mpi.mb.ca](http://mpi.mb.ca) or you can ask your Autopac agent or MPI Service Centre representative to print the form for you.

For more detailed information about establishing your identity, see the *Establishing Your Identity* page at [mpi.mb.ca](http://mpi.mb.ca).

# Protecting your personal information, personal health information and third-party information

## Privacy notice

As part of the Manitoba Identification Card program, Manitoba Public Insurance needs to collect personal information about you for the following purposes:

- to verify your identity and to determine your eligibility
- to issue you a Manitoba Identification Card that will be accepted as a credible, reliable proof of identity or age
- to evaluate and monitor the Manitoba Identification Card program and to carry out research and planning with respect to it
- to ensure the integrity of the identification card and driver licensing systems and to prevent abuse of these systems
- to administer and enforce the provisions of *The Drivers and Vehicles Act* and the regulations under that Act

Manitoba Public Insurance is permitted to collect your personal information for these purposes under the authority of *The Drivers and Vehicles Act*, section 150.5 (basic identification card) and *The Freedom of Information and Protection of Privacy Act*, section 36(1)(a) (information collection authorized under an enactment) and (b) (information relates directly to and is necessary for a program operated by Manitoba Public Insurance).



Manitoba Public Insurance cannot use or disclose your personal information for purposes other than those stated above unless you consent, or unless Manitoba Public Insurance is authorized to do so by *The Drivers and Vehicles Act*, the regulations under that Act, or *The Freedom of Information and Protection of Privacy Act*.

For more information about the collection and handling of your personal information, see the *Protecting your privacy* webpage at [mpi.mb.ca](http://mpi.mb.ca).

If you have questions about the collection and handling of your personal information, please contact the MPI Privacy, Information & Corporate Access Officer by phone at 204-985-8770 ext. 7384 or by mail at 702-234 Donald Street, Box 6300, Winnipeg, MB, R3C 4A4.



## How you can request access to your information

You have a right of access under *The Freedom of Information and Protection of Privacy Act* to the personal information Manitoba Public Insurance has collected about you, subject to specific, limited exceptions set out in that Act. If you want to request access to your information, please contact the Manitoba Public Insurance Privacy, Information & Corporate Access Officer by phone at 204-985-8770 ext.7384 or by mail at 702-234 Donald Street, Box 6300, Winnipeg, MB, R3C 4A4.



## **Safeguarding your personal information**

Manitoba Public Insurance is committed to protecting your privacy by keeping your personal information and your personal health information accurate, confidential and secure. *The Freedom of Information and Protection of Privacy Act*, *The Personal Health Information Act*, and *The Drivers and Vehicles Act* set out the rules for how Manitoba Public Insurance may collect, use, retain and disclose your personal information and personal health information.

If your personal information is collected for Manitoba Public Insurance by an Autopac agent, Manitoba Public Insurance's contract with the agent imposes strict requirements to protect your privacy. Also, *The Drivers and Vehicles Act* makes it an offence for an Autopac agent to misuse your personal information.

- Your personal information, including your photo and signature, is sent by the agent through a secure, encrypted connection to Manitoba Public Insurance's computer system. The agent has very limited access to your information once it is in Manitoba Public Insurance's databases and then only with your consent.
- The agent must not keep, copy or store any of this personal information or any copies of the documents you provide in support of your application. An agent can keep limited contact information about you, but only with your written consent. See page 12 for more information.
- Your photo and signature are stored on a separate Manitoba Public Insurance computer system. Only specially-trained and security-checked Manitoba Public Insurance staff have access to this computer system.

## Manitoba Health card information

You can choose to use your Manitoba Health card as proof of your Manitoba residency and permanent address. Also, if you are under 18 years of age, your parent's or legal guardian's Manitoba Health card can be used as proof of your Manitoba residency if you are listed on the back of the card as a dependant.

Using your Manitoba Health card to prove your residency and address is **your choice**. When deciding whether to use your Manitoba Health card, you need to remember that it includes your Personal Health Identification Number and other **personal health information** about you. If you have other acceptable documents that prove your residency and address (see the insert), please consider using them instead of the Manitoba Health card.

If you decide to use a Manitoba Health card to prove your Manitoba residency, in order to protect your personal health information the Autopac agent or Manitoba Public Insurance customer service representative must:

- photocopy the entire Manitoba Health card
- return the original card to you
- electronically scan and transmit the photocopy through a secure encrypted connection to Manitoba Public Insurance, where personal information that does not belong to you will be blacked out before the information is stored
- return the photocopy to you

The Autopac agent or Manitoba Public Insurance customer service representative must not keep any copies of your Manitoba Health card.

## Third-party information

To protect their privacy, the process set out above for the Manitoba Health card will also be followed for any other documents (such as your lease agreement) that may contain anyone else's personal information.

## Can the Autopac agent keep some of your personal information on file?

If you consent in writing, an Autopac agent can keep some of your personal information on file (for example, for marketing purposes). It is important that you know that this consent is optional – it has nothing to do with your eligibility for and approval of your Manitoba Identification Card.

Even if you consent, the personal information the Autopac agent can keep about you is limited to:

- your Manitoba Public Insurance customer number
- your name, email address, phone and fax numbers
- the date of your last visit to the Autopac agent's office
- the renewal date of your Identification Card
- your mailing address

## Disclosure of your personal information by Manitoba Public Insurance

To issue an Identification Card to you, Manitoba Public Insurance will need to share your information with:

- Your Autopac agent, if you go to an agent to apply for your card. As discussed on page 12, your Autopac agent may only keep limited contact information about you, and only if you give written consent.
- The company that produces the Identification Cards for Manitoba Public Insurance.

*The Drivers and Vehicles Act* requires Manitoba Public Insurance to include in its contracts with Autopac agents, the card production company and others, provisions that safeguard your personal information and privacy.

*The Drivers and Vehicles Act* requires that Manitoba Public Insurance must disclose, upon demand and without your consent, personal information to:

- A member of the Royal Canadian Mounted Police, police officer, police constable, constable or any other person employed to preserve and maintain the public peace, for the purpose of enforcing a provincial or federal act or regulation; law enforcement agencies, for enforcing the law or preventing crime.
- The Minister responsible for *The Drivers and Vehicles Act* in order to administer the Act.

*The Drivers and Vehicles Act* also provides that Manitoba Public Insurance may, at its discretion, disclose personal information to other agencies if authorized by law. For example, discretionary disclosures of personal information may be made to:

- Manitoba Justice for use in a prosecution or for collecting outstanding fines
- Manitoba Finance for collecting monies owing to the Government of Manitoba

Any other disclosure of your personal information by Manitoba Public Insurance must be with your consent or must be authorized or required by law (for example, *The Drivers and Vehicles Act*, *The Freedom of Information and Protection of Privacy Act* or *The Personal Health Information Act*). Also, disclosure of your personal information must always be limited to the minimum amount necessary.

## **Keeping your personal information**

Information that is collected about you as part of your application for a Manitoba Identification Card will be kept on file by Manitoba Public Insurance for as long as your card is valid. Even if your application is denied or your card expires or is cancelled or surrendered, your information will be kept by Manitoba Public Insurance. This is done to prevent identity theft and fraudulent applications for Manitoba Identification Cards and to protect the integrity of the Manitoba driver's licence and identification card systems. Your information will be kept in accordance with the requirements of *The Archives and Recordkeeping Act* and will be protected as required by *The Freedom of Information and Protection of Privacy Act*.

## **You may be refused a Manitoba Identification Card or your card can be suspended or cancelled**

Manitoba Public Insurance may refuse to issue you a Manitoba Identification Card. It can also suspend or cancel your card after it's been issued. The reasons for these actions are described below, along with your options for launching an appeal of the decision or requesting a review of the decision.

### **Grounds that can be appealed to the Licence Suspension Appeal Board**

Manitoba Public Insurance may suspend, cancel or refuse to issue a Manitoba Identification Card if it has reason to believe, based on your past conduct or offences you have committed, that you have used your card inappropriately or have used it to commit an offence or that you are likely to do so.

You may appeal a decision to suspend, cancel or refuse to issue a card for the above reasons to the Licence Suspension Appeal Board, but you must do so within six months of Manitoba Public Insurance's decision. You can contact the Board by phone at 204-945-7350 or by mail at 301 Weston Street, Winnipeg, MB, R3E 3H4.



## **Grounds that can be reviewed by the Registrar of Motor Vehicles**

Manitoba Public Insurance may also suspend, cancel or refuse to issue a card if it has reason to believe that:

- you do not meet all the eligibility criteria for a Manitoba Identification Card
- you did not give your full legal name in your application
- your birth date or address is not correctly set out in your card
- you are not a resident of Manitoba
- you are not entitled to be in Canada for the period your card is valid

If Manitoba Public Insurance suspends, cancels or refuses to issue your card for one of these reasons, you can ask MPI to review its decision, through the Registrar of Motor Vehicles. Manitoba Public Insurance must do so and give you a written notice stating the results of its review. You must ask for this review within six months of the date of the decision. The results of the review cannot be appealed.

To request the review, you can contact the Registrar of Motor Vehicles by phone at 204-985-1901 or fax at 204-954-5397; or by mail at 510-234 Donald Street, Box 6300, Winnipeg, MB, R3C 4A4.

## Offences

It is an offence under *The Drivers and Vehicles Act* to:

- make a false or misleading statement in your application
- permit another person to use your card
- use another person's card
- possess another person's card without their permission (a parent or legal guardian may retain or hold an Identification Card for their child)
- alter a card so as to be misleading or falsify a card
- possess or use an altered or falsified card
- possess or use a fictitious document purporting to be an Identification Card

Manitoba Public Insurance or a peace officer may seize a Manitoba Identification Card if there are reasonable grounds to believe it has been altered, has been falsified, is not accurate or valid, is not lawfully in the possession of the person who provided or produced it or has been provided or produced to mislead Manitoba Public Insurance or a peace officer or for another fraudulent or unlawful purpose.

## Find out more

For more information about the Manitoba Identification Card, visit a Manitoba Public Insurance Service Centre or:

- ask any Autopac agent
- call us: 204-985-7000 (in Winnipeg) or 1-800-665-2410 (toll-free outside Winnipeg)
- visit [mpi.mb.ca](http://mpi.mb.ca)

### Manitoba Public Insurance Service Centres

#### Arborg

323 Sunset Boulevard

#### Beausejour

848 Park Avenue

#### Brandon

731 1st Street

#### Dauphin

217 Industrial Road

#### Portage la Prairie

2007 Saskatchewan Avenue W.

#### Selkirk

1008 Manitoba Avenue

#### Steinbach

91 North Front Drive

#### Thompson

53 Commercial Place

#### Winkler

355 Boundary Trail

#### Winnipeg

234 Donald Street (cityplace)

15 Barnes Street (at Bison Drive)

40 Lexington Park (at Gateway Road)

1284 Main Street

930 St. Mary's Road

125 King Edward Street East



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*Ce document existe  
aussi en français.*

[mpi.mb.ca](http://mpi.mb.ca)